

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Community Program Manager

Class Code: 51547

A. Purpose:

The Community Program Manager directs a community-based mental health program by implementing program plans to enhance the growth, health, comfort, treatment, and safety of clients enrolled; and ensuring compliance with federal, state, and agency rules and regulations.

B. Distinguishing Feature:

The Community Program Manager oversees a community-based program designed to provide support and treatment for people with psychiatric disabilities and attain federal, state, and agency guidelines.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Manages a community-based mental health program to ensure clients receive proper treatment and program requirements are met.
 - a. Designs the structure of the program.
 - b. Supervises the provision of services.
 - c. Develops and monitors budgets and expenditures.
 - d. Ensures client programming meets department, state, and federal policies, rules, and regulations.
 - e. Identifies service gaps and determines additional services to remedy those gaps.
2. Develops, reviews, and revises program policies and procedures and submits recommendations to reflect changing state and federal rules and regulations.
3. Supervises subordinate staff to ensure the goals and objectives of the program are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends disciplinary action.
 - e. Conducts performance appraisals and completes performance documents.
4. Plans and presents program philosophies to communities, organizations, and/or other interested individuals to ensure public understanding of the program's role in the community.
5. Performs other work as assigned.

D. Reporting Relationships:

Supervises the Clinical Treatment Coordinator, Human Service Social Workers, and nurses, who serve as case managers and provide treatment, and Mental Health Technicians, who perform psychiatric rehabilitation training.

E. Challenges and Problems:

Challenges include coordinating the overall operation of the program; selection, performance appraisal, discipline; developing and implementing program planning; developing and maintaining effective communication between program staff and client family or legal guardian.

Problems include interpreting and ensuring development of client programming and care with changing federal and/or state guidelines to provide appropriate services.

F. Decision-making Authority:

Decisions include program structure, assigning of work to subordinates, assignment of primary therapists, hiring and disciplinary actions, and approval of leave requests.

Decisions referred include establishing regulations and policies, guidelines of the program, approval of clients entered into the program, and termination of employees.

G. Contact with Others:

Daily contact with treatment team to exchange information and plan treatment, with clients to provide treatment, and with employees to assign and/or monitor work duties. Weekly contact with various organizations including Human Services Center and other agencies to discuss client referral, placement, and progress; and supervisor to discuss program requirements, issues, and concerns.

H. Working Conditions:

The incumbent works in a typical office environment, except when providing services in client's home or work site. The incumbent has contact with people having severe and persistent mental illnesses, who may become verbally or physically abusive.

I. Knowledge, Skills and Abilities:

Knowledge of:

- administrative practices and procedures;
- budget practices and procedures;
- the philosophy and policies of the program;
- counseling methods and techniques;
- principles and practices of supervision.

Ability to:

- exercise independent judgment within established guidelines;
- supervise;
- establish and maintain a good working relationship with other units, departments, employees, and clients;
- develop and implement administrative procedures and operations and evaluate their efficiency and effectiveness;
- interpret and apply general policies to specific situations.